



Position Details

Position title:	Waste Education Officer
Award Classification:	Band 4
Department:	Waste & City Amenity
Division:	Operations and Infrastructure
Date Approved:	November 2024
Approved By:	Executive Manager Waste and City Maintenance

Organisational Relationships:

Reports To:	Waste Education & Projects Officer
Supervises:	N/A
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public and community groups

Position Objectives

- Audit & inspect council assets, including kerbside and communal bins, to register inventory, contamination, and utilisation levels, and steer behavioural change across Council's waste & recycling services and streams.
- Provide guidance and education to municipal residents via Council's waste-behaviour programs to encourage best-practice and minimise waste-to-landfill.

Key Responsibilities and Duties

- Inspect kerbside, public realm, and communal waste and recycling bins (as directed by the supervisor) by lifting the bin lid and leave appropriate feedback tag or education material
- Accurately record data from bin inspections using Council auditing software and devices in a concise and clear manner.



- Provide courteous, timely and accurate advice to the community related to kerbside bin inspections and communal hubs.
- Maintain an up-to-date knowledge of Council's waste services, activities, and events.
- Contribute to team metrics and Organisational KPIs.
- Undertake necessary training in a timely manner.
- Provide timely feedback to Supervisor or Manager with regards to field observations particularly to do with our communal recycling hubs & utilising the Snap Send Solve app for relevant reporting of issues in the community.
- Other duties as directed by the Supervisor or Manager

Accountability and Extent of Authority

- Accountable for conducting visual lid flip inspections with bin tagging at a minimum rate of 18 dwellings per hour.
- Accountable for utilising the training and resources provided to audit Mixed Recycling, Food and Garden Organics, Glass, and General Waste bins accurately.
- Empowered to respond to customer requests using Council policy as a guideline.
- Accountable for delivering the correct waste education material to households.
- Accountable for ensuring correct data entry.
- Accountable for seeking supervisor assistance for clarification when needed.
- Authorised to provide information to the public on all matters relevant to the position and request additional information from Council staff where required.
- Accountable for leaving audited Communal Recycling Hubs in a well-maintained state, or alternatively to report of unresolved maintenance issues to your supervisor.
- Responsible for the application of Council's stated policies and procedures.
- Accountable for maintaining confidentiality of Council's customers and data by adhering to privacy legislation and Council policies.

Judgement and Decision Making

- The performance of the duties is undertaken by following well-documented procedures utilising existing techniques, systems and equipment and following processes covered through structured training.
- Determine the urgency of a customer's complaint or request and handle accordingly.
- Determine when necessary to escalate matters to the direct report.

Specialist Skills and Knowledge

- Relevant formal qualification or experience, especially in the areas of waste education and bin inspections.



- Demonstrated experience in assisting with the development, implementation, and evaluation of waste education projects.
- Intermediate level IT/Computer skills and high-level knowledge and understanding of systems including Microsoft Word, Excel & Outlook and data entry recording.
- Good communication skills.
- Excellent customer service skills and an understanding of the principles of customer service.
- Ability to problem solve according to specific requirements/needs of target group

Management Skills

- Ability to manage own time and work performance, and meet personal, departmental and organisational goals and objectives.
- Knowledge of organisational policies and procedures including OH&S, EEO (Respect for Others) and discipline

Interpersonal Skills

- Ability to gain cooperation and support from other employees and members of the public within required guidelines.
- Excellent verbal and written communication skills.
- Excellent customer service skills.
- Problem solving skills and ability to manage conflict and determine when to escalate a problem.
- Ability to work effectively in a close team environment.
- Strong work ethic and commitment to the role and the organisation

Qualifications and Experience

Academic:

Relevant formal qualification or experience, especially in the areas of Sustainability Environment, environmental education, social science or similar is advantageous but not essential

Experience:

- Experience in Customer Service is essential.
- Experience in community engagement activities (desirable).
- Experience in the Waste Sector.
- Availability to work Monday to Friday, and outside of normal working hours (i.e. from 6.am) is essential



Mandatory Requirements

- Possess a current Victorian driver's licence.
- Successful completion of a police check and working with children check.
- Successful completion of a COPP medical assessment

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.



- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).
- Be required to undertake a pre-employment medical check (at the cost of the council)

Key Selection Criteria

- Demonstrated commitment and ability to provide excellent customer service.
- Experience in waste or community engagement activities.
- Proven ability to apply technical skills including the use of a variety of computer programs and software packages
- Experience working in a close team environment and an ability to adapt and work effectively within a team.
- Interest in achieving increased recycling, waste reduction and reducing contamination and litter.
- Must have valid Victorian Drivers License. Own vehicle required for use or ability to reach site to collect Council vehicle.

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.